

Amendments to the Claims

This listing of claims replaces all prior listings of claims in this application.

Claims:

1. (Currently amended) Process for assisting a transaction between an user and at least one remote server-(3,4), the or each remote server-(3,4) being prepared to process at least one predetermined command, said process comprising:

- receiving-(21) an abstract request formulated at a client computer and containing incomplete information identifying a potential transaction;
- analysing-(22) said abstract request and mapping it to a corresponding one of said remote servers-(3,4), and to one of said predetermined command;
- constructing-(23) an aggregated request based on said mapped command, enriched with data extracted from a local profile-(14);
- transmitting-(24) said aggregated request to said corresponding server-(3,4);
- receiving-(25) the answer from said corresponding server-(3,4) and displaying the answer to the user for completing the transaction.

2. (Currently amended) Process according to claim 1 characterized in that said aggregate request conforms to the Hypertext Transfer Protocol (HTTP), and contains a query string containing both information extracted from the abstract request, and data extracted from said profile-(14).

3. (Previously presented) Process according to claim 1 wherein said local profile contains profile data that are representative of platform configuration, and are extracted from information available at the Basic Input Output System (BIOS) level.
4. (Original) Process according to claim 3 wherein said profile data are collected by means of interrogation of standardised systems management interfaces present in the client computer.
5. (Original) Process according to claim 4 wherein said profile parameters are collected by means of an interrogation via the Distributed Management Interface (DMI) or Window Management Interface (WMI).
6. (Previously presented) Process according to claim 1 wherein said local profile comprises data personal to a particular user.
7. (Original) Process according to claim 6 wherein said local agent receives the response from said corresponding server under the form of a Hypertext Markup Language (HTML) page, and pushes it to a web browser for allowing the completion of the transaction between the user and the server.
8. (Previously presented) Process according to claim 1 including regularly downloading a list of servers to which the abstract requests can be mapped thereby permitting modification of the offers that can be made to the user.
9. (Previously presented) Process according to claim 1 wherein the abstract request is formulated in a natural language and a natural language analyser is employed to process the request.
10. (Currently amended) Process for allowing a transaction between an user and at least one remote server(s)-(3,4), each of said at least one remote server(s)-(3,4) being prepared to process

at least one predetermined command(s),

said process involving ~~the steps of:~~

- detecting a condition of insufficient resources;
- in response to said insufficient resources detection, automatically identifying one predetermined server ~~(3, 4)~~, and preparing a request for transaction;
- completing said request for transaction with additional data extracted from a local profile ~~(14)~~;
- transmitting said request for transaction to said predetermined server ~~(3, 4)~~;
- receiving the answer from said predetermined server and displaying the answer to the user for completing the transaction.

11. (Currently amended) A transaction aid for assisting a transaction between an user and at least one remote server ~~(3, 4)~~, the or each said remote server being prepared to process at least one predetermined command, said transaction aid comprising program code elements for ~~carrying a method as claimed in claim 1~~

- receiving an abstract request formulated at a client computer and containing incomplete information identifying a potential transaction;

- analysing said abstract request and mapping it to a corresponding one of said remote servers, and to one of said predetermined command;

- constructing an aggregated request based on said mapped command, enriched with data extracted from a local profile;

- transmitting said aggregated request to said corresponding server;
- receiving the answer from said corresponding server and displaying the answer to the user for completing the transaction.

12. (Original) A transaction aid as claimed in claim 11 in the form of a personal computer, the program code elements being implemented as a local agent for execution on the computer.

13. (Original) A transaction aid as claimed in claim 12 wherein the local agent is preloaded and arranged to execute when the computer is booted.

14. (Previously presented) A transaction aid computer program product having program code elements for carrying out a method as claimed in claim 1.

15. (Original) A computer program product as claimed in claim 12 in the form of an agent.

16. (Previously presented) A method of using DMI or WMI interfaces for collecting data representative of a computer profile for achieving an electronic business transaction.

17. (Original) An arrangement for providing electronic services comprising:

- an agent located on a client computer for receiving a request and identifying electronic services corresponding to the request;

- a list server for providing a list of services and one or more rules applicable to said services;

the agent being arranged to repeatedly download the list of available services from the list server and select from the downloaded list one or more services to be made available to a user of the client computer by comparing a local profile with the rules thereby permitting modification at the

list server of the offers that can be made to the user.

18. (New) Process for assisting a computer hardware and/or software purchase transaction between an user at a local computer and at least one remote server, the at least one remote server being prepared to process at least one predetermined command, said process comprising:

- examining said local computer to create a local computer machine hardware and/or software profile comprising information regarding the local computer's hardware and/or software configuration.
- receiving an abstract request formulated at the local computer by the user and containing incomplete information identifying a potential transaction;
- analysing said abstract request and mapping it to said at least one remote server, and said at least one predetermined command;
- constructing an aggregated request based on said mapped command, enriched with data extracted from said local computer machine hardware and/or software profile, the data extracted relating to the local computer's hardware and/or software configuration in order to facilitate the computer and/or software purchase;
- transmitting said aggregated request to said at least one corresponding server;
- receiving an answer from said at least one corresponding server and displaying the answer to the user for use in completing the computer hardware and/or software purchase transaction.

19. (New) Process according to claim 18 characterized in that said aggregate request conforms to

the Hypertext Transfer Protocol (HTTP), and contains a query string containing both information extracted from the abstract request, and data extracted from said local computer machine hardware profile.

20. (New) Process according to claim 18 wherein said local computer machine hardware profile contains profile data that are representative of platform hardware configuration, and are extracted from information available at the Basic Input Output System (BIOS) level.

21. (New) Process according to claim 20 wherein said profile data are collected by means of interrogation of standardised systems management interfaces present in the local computer.

22. (New) Process according to claim 21 wherein said profile parameters are collected by means of an interrogation via the Distributed Management Interface (DMI) or Window Management Interface (WMI).

23. (New) Process according to claim 18 including regularly downloading a list of servers to which the abstract requests can be mapped thereby permitting modification of offers that can be made to the user.

24. (New) Process according to claim 18 wherein the abstract request is formulated in a natural language and a natural language analyser is employed to process the request.

25. (New) Process for allowing a computer hardware purchase transaction between an user and at least one remote server(s), each of said at least one remote server(s) being prepared to process at least one predetermined command(s),

said process involving:

- detecting a condition of insufficient hardware resources on a local computer;

- in response to said insufficient resources detection, automatically identifying one predetermined server, and preparing a request for transaction;
- completing said request for transaction with additional data extracted from a local profile;
- transmitting said request for transaction to said predetermined server;
- receiving the answer from said predetermined server and displaying the answer to the user for completing the computer hardware purchase transaction.